



Victim First Newsletter

Welcome.... to our newsletter

It's been a busy few months for us and it has truly flown by. You may have noticed that our logo and colours have changed, and this is all part of developing our new website. More about this from our Deputy Head of Service on page 2.

I do hope you enjoy flicking through our newsletter. We've shared some of the highlights from our community engagement and awareness raising events.

As always, thank you to everyone who works alongside us to provide the best possible support for victims. Please don't hesitate to give us a call if you'd like to find out more about Victim First.

Manjeeta Sunnar
Head of Service, Victim First



Our Service in Numbers

Between January – March 2019:

We offered support to **3,437** new referrals

We provided enhanced support to **442** victims.

We provided emotional support via phone to **297** victims

We provided advocacy to **62** victims

We also provided standard support to **1,984**, including information via post, signposting to our website.

Service User Feedback

"...I got the support they gave me and they were very helpful"

"They were quick and made me feel a lot safer..."

89.3%

of victims were satisfied with their overall Victim First experience

"They explained everything to my university which really helped me and I couldn't have asked for anything else"

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What have we been up to?



Pinky Rajput
Deputy Head of Service

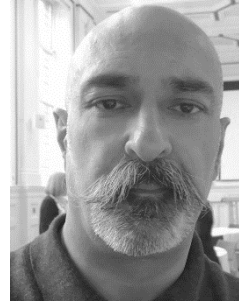
Well it's here..... the anticipated launch of Victim First's new Website. Over the last five months I have led the project build and worked in collaboration with our commissioners, services users, Victim First team and key stakeholders. The site is a total redesign which reduces barriers to victims and witnesses engaging with support and enhances the inclusive service provision available.

Our service users are at the heart of what we do at Victim First and we worked closely with them throughout the site build. We co-designed the young people pages with children and young people across the county. They had direct involvement with each element of those pages from the strapline to the content and what they wanted to see from our website.

The site includes a new web chat feature which will allow victims and witnesses to chat in real time with our caseworkers and find out key information that will support them in their journey as a victim and to access support. We hope that this will open up the service to those who may not previously have felt comfortable accessing support. This provides further anonymity to vulnerable users wanting to find out information before accessing resources fully.

To ensure the site is fully accessible, reducing barriers further and engaging with support services, we worked with a qualified British Sign Language interpreter to create a short video about how to access the service. The site has information available in a range of languages and user friendly imagery.

Each member of the Victim First team has played a pivotal part and provided their input with each element of the site. We are really excited about this new site and the functionality it will give us and our users. This is the biggest change at Victim First we've made in 3 years.



Jas Purewal
*Specialist Restorative
Justice Caseworker*

We have been supporting a victim from the deaf community with issues of harassment from her ex-husband who is also deaf. The support Victim First provided has been on-going since December 2017 and has made us look at how we address issues coming from untraditional communities that often have found it a struggle to access support, advice and services.

Due to the victim being deaf we worked with Leicestershire Police Officers for the Deaf (PLOD) in making sure they could access services to receive the support they required, to answer queries and provide emotional support.

We worked with PLOD and used an app called 'Interpreter Now', which allowed the victim to video call a trained British Sign Language interpreter who then called into Victim First, relaying the victim's concerns and issues. This was all free to access. The case itself went across police force areas and as a consequence there were many issues and frustrations moving the case forward to get to court.

One of the main obstacles was arranging, interviewing and translating interviews with both the victim and the perpetrator and then communicating that information to a different force who had to organise their own timescales with CPS to get to court. Court itself required translators for both sides and again took longer than required to source and arrange.

Once again this highlights the frustrations, hurdles and challenges that certain communities face before receiving the support that many of us take for granted. The victim was happy with the support we put in place and the measures we went to, to understand and meet their concerns.

On top of this Victim First designed a new BSL video, for our new website, that allows deaf and hard of hearing people to access services and advice much quicker and earlier when they have been victims of crime.

What have we been up to?

Good News Story

We received a referral from Leicestershire Police for a couple who had been assaulted by an unknown person. The incident resulted in both victims feeling scared to leave their home. Our caseworker provided the service users with regular emotional support through home visits, a referral to 24/7 Locks and general empowerment advice to help build up confidence. Through this regular support and a lot of determination, the service users gradually felt more confident in leaving their home. They were able to return to the place where the incident took place and felt a lot safer. The couple were both thankful to Leicestershire Police and Victim First for helping them through a difficult time.

Community Events

We've been all over Leicestershire and Rutland during the past few months, raising awareness of the support Victim First provides. Here's just a taster of some of the places we've been to:



Some of the team in Hertfordshire preparing for photoshoot for our website



We held our first Victim First Community Café of the year with our service users



We attended the 'Light the Night' March alongside De Montfort University for #ItsNotOk week



We attended the learning disabilities locality group meeting in Coalville.

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One of Senior Caseworkers, Rachael, delivering a workshop on how to effectively support service users from the LGBT community, at the Annual Catch22 InspirED event.



One of our Caseworkers, Reena, delivering a workshop on Honour Based Violence, at the Annual Catch22 InspirED event.

Keep on referring:

Anybody can self-refer by simply calling our Freephone number **0800 953 95 95** or emailing us at support@victimfirst.pnn.gov.uk

Police colleagues can refer to us via the **Victim and Witness Contact Management report page on Niche (VCOP)**

Other professionals can refer a service user to Victim First via the website or by contacting us directly on **0800 953 95 95** or emailing office@victimfirst.pnn.gov.uk

To spread awareness of Mental Health Awareness Week, we created and launched a booklet for children and young people.

Mental Health Booklet

Children and Young People



Victim First

catch 22

What's coming up:

June

5th June: Delivering an input to Student Officers
12th June: Loughborough Wellbeing Café
19th June: Victim First Champions Meeting
21st June: Victim First Service Delivery Group Meeting
28th June: University of Leicester Victim First Surgery

July

10th July: Loughborough Wellbeing Café



Victim First Website

Go and have a look!



- New features include a dedicated page for Children and Young people
- Web chat function that allows the public to speak to a caseworker
- A new and improved design that is easier to use with relevant and up to date information.
- Crime type pages which allows for further information on specific crimes.



WWW.VICTIMFIRST.ORG



We launched our new website and our new logo on the 20th May.